



Deputy Customer Experience Manager

About us

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

We own, operate or programme some of the world's most iconic venues; ATG Entertainment manages 64 venues across Britain, the US and Germany.

We are the world leader in theatre ticketing; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

We present the world's best live entertainment in our venues; working alongside the world's leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

We produce award-winning shows; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: our priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email recruitment@atgentertainment.com for a confidential discussion.

The Deputy Customer Experience Manager Role

The Deputy Customer Experience Manager (DCEM) role is directly line managed by the Customer Experience Manager (CEM) and is responsible for supporting the CEM to lead a strong Front of House operation.

This role is based across 2 venues (The Palace Theatre and Opera House Manchester) and as such shifts will be scheduled for both venues depending on performance calendar. Evening and weekend work is essential for this role and your availability should reflect this.

You will assist in ensuring that a cost effective and customer focussed range of services are consistently provided to the highest standards by:

Key Responsibilities

- Building a positive, forward thinking, innovative and customer focused culture within the team and to develop and nurture a strong multi-skilled and adaptable workforce
- Ensuring the customer is at the centre of everything we do, and that the wider team have a continuous awareness of and will deliver and exceed all customers' expectations
- Leading the team to deliver and exceed targets; and proactively contribute to the venues profitability by initiating ideas, systems and projects that will maximise sales, whilst minimising costs
- Building key relationships with Customers, Promoters, external suppliers and internal colleagues
- Contribute to the review of systems and processes so the operation can be flexed to help achieve greater profits
- Ensure all shows are sufficiently staffed, whilst maximising sales and controlling staffing costs within budget
- Duty manage performances, taking full operational control – including pre-show building checks, providing clearance to start the performance, ensuring the building is clear of customers and the venue is locked up in joint conduction with the Stage Door Keeper. Presenting a smooth customer focused experienced for the general public, whilst ensuring all licencing laws are met and taking full responsibility for the health, safety and wellbeing of the customers and team members
- Support the Front of House team on delivering a smooth-running show as and when required across all Front of House operational roles
- To assist and lead on recruitment and selection of new Customer Experience Team members
- Liaise with the visiting merchandise companies. Ensuring the merchandise stocks and agreed commissions are accurate before, during and after the performances
- Work with central departments to ensure a premium offer is available for all customers
- Assist in building relationships with both internal and external contacts, maintaining high levels of customer satisfaction
- Liaise with internal colleagues to maximise sales opportunities across the Front of House operation
- Ensure all Key Performance Indicators are achieved including, but not limited to: SPH, GPPA, CPP, Occupancy, penetration and Stock Control
- Deputise for the CEM and represent the department at key internal and external meetings
- Manage and motivate staff, monitoring and appraising their performance and ensuring that they are appropriately trained and developed
- With the CEM ensure effective communication across the team ensuring team members are informed of developments at the Venue and more broadly within ATG Entertainment
- Maintain good relationships with other venues, including strategic collaboration and sharing best practice
- Maintain positive client relationships with third party Producers and their representatives
- Lead, with the CEM, on ensuring the Front of House operation is managed and presented to the highest standard
- Any other duties as reasonably requested

Everyone's Responsibility

Everyone at ATG Entertainment is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG Entertainment is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your Skills, Qualities, and Experience.

If you have most of the essential criteria, we encourage you to apply, and welcome transferable skills from other industries or backgrounds. We can give experience of any desirable criteria but may also use them to decide between candidates for this role.

Essential

- Previous management experience leading a team to maximise sales and exceed targets
- Ability and confidence in managing a diverse team, treating differing views with discretion and diplomacy
- Excellent verbal and written communications skills
- Creative problem solver and confident decision maker
- Experience of working in a fast-paced environment and managing multiple projects simultaneously
- Proactive and flexible attitude, particularly in approach to unsociable / long working hours
- Uphold a positive and professional work environment
- Solution focused, with the ability to think creatively to drive revenue and reduce costs
- Ability to effectively prioritise and work under pressure and to tight deadlines
- Ability to engage and communicate at all levels positively and proactively
- Ability to work as part of a team and independently
- Values the training & development of team members and themselves
- Working knowledge of health & safety practices and policies
- Confident in public speaking
- Computer literate with good administrative and organisation skills
- Absolute attention to detail

Desirable:

- IOSH, Personal Licence and First Aid qualifications
- Duty Manager or Key Holder experience
- Experience of delivering training
- Enthusiasm for/ interest in the theatre and the work of ATGE, and ability to positively and pro-actively engage with all staff at all levels.
- Experience of working with customers and team members who have access requirements
- Experience of working on till systems, Dimensions, & Audience View
- Additional Food & Beverage, retail, hospitality, leisure, events experience
- Understanding of business risks including but not limited to COSHH, safe working procedures, emergency protocols